



Consultation Skills.

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Calgary-Cambridge observation guide

- The Tasks
 1. Initiating the session
 2. Gathering the information
 3. Building the relationship
 4. Explanation and planning
 5. Closing the session

The expanded framework

1. Initiating the session

- Establishing initial rapport
- Identifying the reason(s) for the consultation

2. Gathering the information

- Exploration of problems
- Understanding the patients perspective
- Providing structure to the consultation

3. Building the relationship

- Developing rapport
- Involving the patient

4. Explanation and planning

- Providing the correct amount and type of information
- Aiding accurate recall and understanding
- Achieving a shared understanding: incorporating the patients perspective

- Planing: shared decision making

- Options in explanation and planing

- If discussing opinion and significance of problems

- If negotiating mutual plan of action

- If discussing investigations and procedures

5. Closing the session

Initiating the session

Establishing initial rapport

- Greets patient and obtains patient's name
- Introduces self and clarifies role
- Demonstrates interest and respect, attends to patient's physical comfort

Building the relationship

Developing rapport

- Demonstrates appropriate non-verbal behaviour
- Use of computer so as not to interfere with rapport
- Acknowledges patient's views, non judgemental
- Empathy and support, expresses concern, understanding, willingness to help
- Deals sensitively with embarrassing and disturbing topics

Explanation and planning

- Chunks and checks
 - Gives information in assimilable chunks, checks for understanding, uses patient's response as a guide as how to proceed
- Uses explicit categorization or signposting
 - Eg there are three important things I would like to discuss.....

The NLP Shortcut

- Empathy?
- Rapport?
- Behaviour
- State

Communication of Meaning

Map IR
Pictures
Sounds
Feelings
Smells
Tastes
Self Talk

Filters
Memories
Decisions
Values
Beliefs
Generalisations
Distortions
Deletions
Meta Program

Visual
Auditory
Kinaesthetic
Olfactory
Gustatory

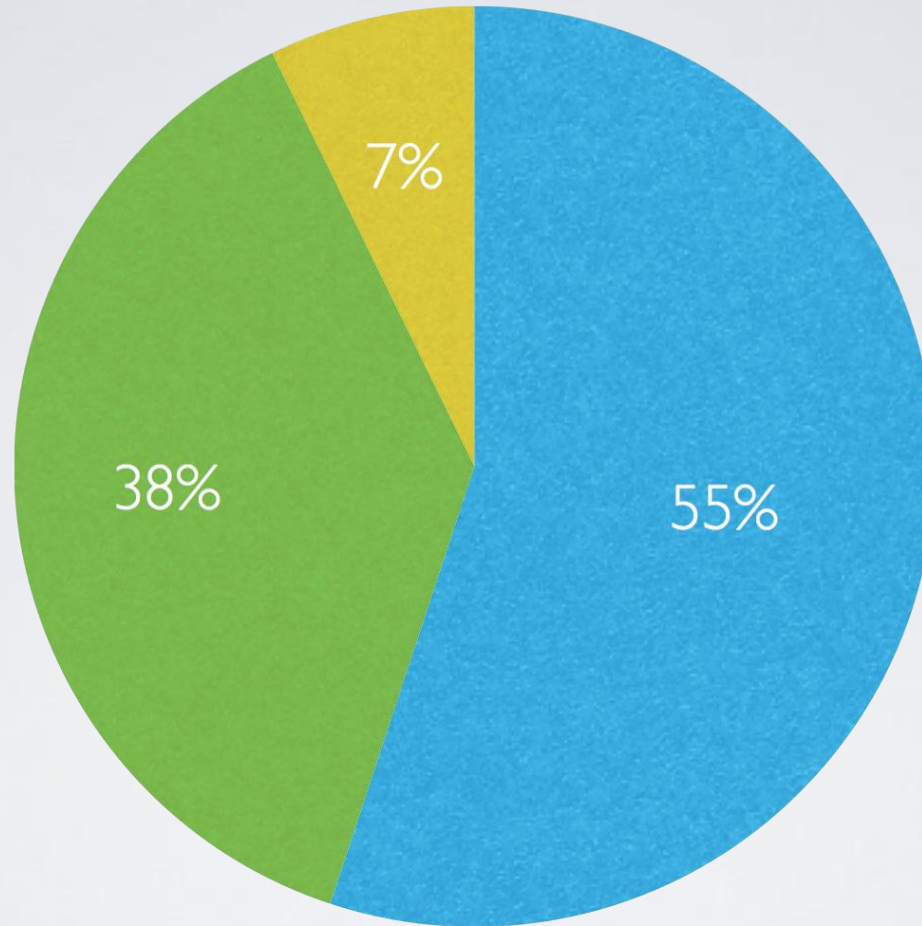


Communication of Meaning 3

● Physiology

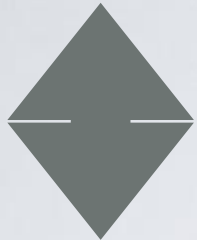
● Tonality

● Words



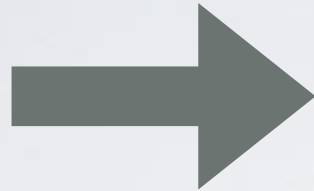
Communication of Meaning 2

Internal
representation

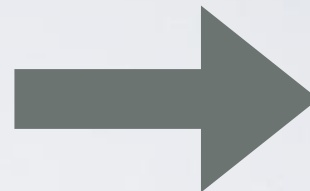


State

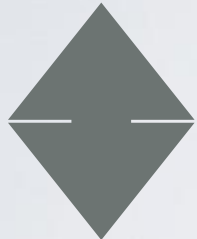
You can control your internal representation,
therefore you can control your state



Behaviour



Results



Physiology

You can control your physiology,
therefore you can control your state

Matching

- Matching
- Pacing
- Leading

Body matching

- Whole body matching
 - Postural shifts
- Body part matching
 - Stylistic use of body movements, ie eye blinks
- Half body matching
 - Match upper or lower
- Head/shoulders angle patterns
 - Match characteristic poses that person offers with head, shoulders
- Mirroring
 - The opposite side of body matching

Vocal (analog) Qualities

- Match shifts in
 - Tonality
 - Tempo
 - Volume
 - Timbre
 - intonation

Verbal

- Hear and utilise sensory system predicates and match and pace the sequence of representational system predicates

Facial Expressions

- Wrinkles his nose
- Puckers his lips
- Raises his eyebrows

Gestures

- Match in ways that are elegant and respectful

Repetitive phrasing

- Hear and use the repeated phrases of the other person

Breathing

- Adjust your breathing pattern to match the other person's breathing pattern

Indirect Matching

Cross over mirroring

- Using one aspect of your behaviour to match a different aspect of the other person's behaviour
 - Adjusting the tempo of voice to match the other person's rate of breathing
 - Pacing the other person's eye blinks with your finger or head nods